



## Shop Talk Targets Public Facilities Managers

'Getting the word out' more important than ever

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The premiere issue of *Shop Talk*, a quarterly newsletter, is the latest in a series of facilities support initiatives sponsored by the Plant Operations Support Program. *Shop Talk* is designed to provide public facilities managers with relevant, timely and operationally-useful program information. Topics are expected to include safety, compliance, automation, professional development, regulatory and related state legislative issues. The newsletter will also be posted on the program's web site, which premiered earlier this year.



Creation of the Plant Operations Support Program in December 1995 was viewed as a way to provide a responsive support mechanism for public agency plant managers and facilities maintenance professionals in Washington state. The program seeks to provide a focal point and resource for public facilities managers in state, municipal and educational arenas; specifically to make better use of previously-funded facilities initiatives and to share expertise, lessons-learned and other resources. The Department of General Administration's Division of Engineering and Architectural Services conceived the program to augment its portfolio of services.

### Fulfilling a Need

The Plant Operations Support Program fills a critical void in facilities maintenance and operations arenas. Previously, there has been no statewide repository or clearinghouse where best practices and lessons-learned can be made easily available; where data bases can be developed which list key Washington public and private industry points of contact; where standards, benchmarking and results of previously-funded state facilities initiatives can be provided to requesters in timely, objective ways. The support program seeks to link resource solutions currently available in some public sectors, with problems or challenges in others.

### Support Program Validated by Statewide Survey

Proposal of the program late last fall proved timely; as the House Capital Budget Committee's subcommittee on maintenance completed a statewide facilities maintenance survey at roughly

#### The Plant Operations Support Consortium

Department of General Administration  
Department of Veterans Affairs  
Department of Transportation  
Department of Labor and Industries  
State Parks and Recreation Commission  
Department of Social and Health Services  
Washington State Patrol  
Department of Natural Resources  
Department of Corrections  
Pierce County  
Thurston County  
State of Alaska  
Department of Fish and Wildlife  
Big Bend Community College  
Marysville School District  
Clark College

#### In cooperation with:

Washington Association of Maintenance and Operations Administrators (WAMOA)  
International Facilities Management Association (IFMA)  
Building Operators Management Association (BOMA)  
Association of Higher Education Facilities Officers (APPA)  
National Association of State Facilities Administrators (NASFA)  
Operations and Facilities Council (OFC)  
Association for Facilities Engineering (AFE)

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## CFCs — There Are No Shortcuts

There was a time when plant operations and facilities maintenance staffs may have procrastinated when it came to complying with provisions of the 1990 Clean Air Act (CAA) mandating phase-out of chlorofluorocarbons (CFCs).

The subject of CFCs phase-out — although a priority topic in the facilities maintenance arena for the past several years — may still be receiving short shrift by some agency facilities personnel, according to Doug Stolz, field inspector in the Air Quality Program of the Department of Ecology.

"Although we've seen generally

widespread compliance by the private community; there is less satisfactory response by state and other public agencies," said Stolz. "Agencies which fail to comply with specific provisions of the law risk substantial fines...this is a wake-up call to public agency staffs that time has run out on program compliance."

On August 8, 1995, the EPA revised its final rule under section 608 of the CAA, clarifying the requirements for equipment subject to leak repair. The original rule required owners and operators of equipment with a 50-pound charge or more to fix all leaks when the leak rate was exceeded or to submit a replacement plan outlining an action plan to retrofit or replace the equipment within one year.

Under the revised rule, owners and operators of all equipment subject to leak repair must only reduce leak rates to below acceptable levels. The leakage trigger rates for these over a 12-month period are 35 percent for commercial and institutional refrigeration and 15 percent for comfort cooling and other appliances.

Additional time is permitted for repairing leaks when the necessary parts are unavailable or if other applicable federal, state or local regulations make repair within 30-120 days impossible.

"Perhaps the amended rule has resulted in some agencies pulling back from a more aggressive CFC-phaseout compliance program and development of appropriate leakage response plans," said Stolz. "If so, that is misplaced complacency, because the requirements for compliance and

recordkeeping are quite clear and enforced."

Agencies are required to maintain complete and accurate records of all plan outlines, refrigerant purchased, usage, leak rates and actual repairs. Section 612 of the CAA provides specifics on what information must be recorded; and section 113 allows the EPA to seek penalties of up to \$25,000 per day for each violation, inclusive of owners, operators and service technicians. Stolz points out that he and two other Ecology field inspectors have been granted federal investigative authority through an agreement with the Seattle office of the EPA.

Stolz not only regulates. His main job is helping his "clients get into compliance." That means that private and public agencies can receive responsive technical assistance and counsel from Stolz and his colleagues.

"It pays to be pro-active, because we really want to help our clients," said Stolz. "Agencies are well-served to communicate with us and to ask questions; rather than waiting until a violation may result in censure and/or fines."

New rules imposed by the legislature last year *require* Ecology to give technical assistance when requested and "severely limit enforcement options," he said.

For further information, contact:

**Doug Stolz** (360) 407-6335, Southwest region (includes Thurston, Mason, Clark, Lewis and surrounding counties);

**Ted Hamlin** (509) 456-4053, Eastern and Central regions (east of Cascades); or

**John Williams** (206) 649-7118, Northwest region (includes Pierce, King, Kitsap and Snohomish and surrounding counties).

### Compliance manager's checklist

- Assign a facility refrigerant manager
- Inventory CFC and HCFC equipment
- Purchase state of the art leak detection technology
- Inventory refrigerant stockpiles
- Determine your present level of compliance
- Evaluate your equipment retrofit, containment and/or replacement
- Train and certify technicians
- Set up a record keeping system
- Develop a "no venting" policy
- Assemble a plan for disposal of used refrigerant
- Analyze refrigerant usage of appliances
- Develop a refrigerant service form for each appliance
- Develop safety policies and procedures
- Assemble a comprehensive technical and code library
- Maintain/monitor contracts with service companies and
- Assemble plan for refrigerant recovery/reclamation/recycling
- Generate reports
- Identify refrigerant management issues
- Budget for implementation of the program (plan)
- Perform a facility assessment
- Establish time tables for plan completion
- Evaluate alternatives
- Formulate refrigerant management plan
- Plan for future refrigerant & equipment needs
- Minimize risks associated with handling refrigerant
- Establish a refrigerant bank
- Establish and enforce a rigid leak-repair policy
- Assure strict compliance with regulations
- Analyze results and refine the program

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*Shop Talk* is a quarterly publication of the Plant Operations Support program. The newsletter is intended to be an informative and operationally-oriented medium for public facilities managers. Contents herein are also available on the program's web site at <http://olympus.dis.wa.gov/pub/eas/ga/plantops.htm>

We welcome feedback on the newsletter's contents and input from readers. We reserve the right to edit correspondence to conform to space limitations. Bob MacKenzie, program manager and editor, (360) 902-7257 or e-mail [bmacken@ga.wa.gov](mailto:bmacken@ga.wa.gov)

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P.O. Box 41012, Olympia, WA 98504-1012. John Franklin, Director

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## Energy Programs, Products and Services Still Available

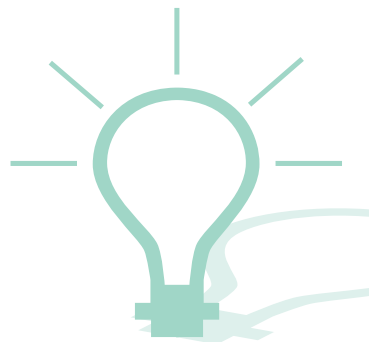
The Washington State Energy Office is closing its doors effective June 30, but new doors will open as other agencies absorb critical Energy Office programs and functions.

Many of these newly located functions will work with Plant Operations Support to provide seamless service to clients.

Programs related to energy efficiency in publicly owned facilities and institutions and the federal partnership Public Buildings Challenge will move to General Administration, effective July 1. The resource conservation manager function will also join the General Administration team. Contact Ray Anderson, (360) 902-7260, for more information.

Programs slated for transfer to the Washington State University Cooperative Extension (contact Kristine Growdon, Unit Manager, (360) 956-2000) are:

- Commercial and industrial energy efficiency programs;
- Energy-related software, including WATTSUN, Heatmap, MotorMaster, MotorMaster Plus, BallastMaster and ENACT;
- Biomass, district heating, industrial motors;
- Energy ideas clearinghouse and library;
- Telecommuting education, training and demonstration projects
- Energy-efficient manufactured housing;



- Washington state residential and commercial energy code support and training;
- Alternative fuels programs.

The following programs will transfer to the Washington State Department of Community, Trade and Economic Development. During the transition to the new agency, contact Lena Beach, (360) 664-2758, for referral to the correct contact:

- Energy Policy and Emergency Energy Management
- Energy Facility Site Evaluation Council
- State Energy Policy

## Recent Fines Reinforce Asbestos Safety and Program Compliance

Two Seattle contractors have been cited and fined more than \$120,000 by the state Department of Labor and Industries (L&I) for asbestos-removal activities and a safety violation in recent months.

The fines reinforce the need for plant managers and facilities maintenance staff to comply with removal and safety procedures.

Both companies "willfully violated state regulations governing the handling and removal of asbestos," according to L&I. One company

also failed to provide a guard on a power saw, an L&I spokesperson said.

L&I cites willful violations when an employer either knowingly or intentionally violates safety and health regulations, or is aware that a hazardous condition exists and makes no reasonable effort to eliminate the condition.

L&I safety and health inspectors remind plant managers and employees that asbestos removal contractors must be certified by the department. Contractor certifications can be confirmed by contacting L&I's asbestos certification program at (360) 902-5435 or the nearest L&I service location. L&I service locations can be found in the government section of the telephone book under Washington, State of, or via the Labor and Industries home page at <http://www.wa.gov/lni> and can be accessed through the Washington state home page.



## Risk Management Plans Required

The Environmental Protection Agency (EPA) is finalizing the Accidental Release Prevention Program (ARPP). This new program goes beyond OSHA requirements for accidental chemical release response by requiring off-site prevention

measures. These regulations, to be codified in 40 CFR Part 68, consist of the following:

1. Lists of toxic and flammable substances known to cause serious adverse effects if accidentally released.
2. Regulations outlining requirements for risk management plans (RMPs) which must include: (1) a hazard assessment, (2) a prevention plan, and (3) an emergency response plan.

Under the ARPP, RMPs must be prepared where listed compounds are present in amounts exceeding associated threshold quantities (TQs). TQs for toxic substances are compound-specific; the TQs for flammable and explosive compounds are 10,000 and 5,000 pounds, respectively. Up to 150 Washington public facilities are expected to be affected by RMP requirements when they are finalized. A majority of higher education facilities will be subject to this regulation due to on-site storage of chemicals (e.g. ammonia, propane) above applicable limits. Those facilities affected must prepare RMPs within three years after the regulations are finalized.

(Portions of this article provided courtesy of *Regulatory Reporter*, APPA and HRP Associates, Inc)

## Check Out These Hot Web Sites

Here are a few facilities-oriented web sites that have proven useful to many consortium members. If you are not hooked up to the net, you can still receive valuable information by calling or faxing the program manager.

**Homepage Washington** — A comprehensive resource for anything about Washington state government and services. The site includes links to dozens of agencies, colleges, schools, counties, cities and other states.  
<http://www.wa.gov>

**Department of General Administration Homepage** — How to do business with Washington State, and links to the Divisions of Engineering and Architectural Services, Capitol Facilities, and the Plant Operations Support Program; are but a few of the information resources available.  
<http://olympus.dis.wa.gov/pub/ga/gahome.htm>

**BOMA International** — The home page of the distinguished Building Operators and Managers Association.  
<http://www.boma.org>

**Association for Facilities Engineering** — Home page for the prestigious professional association. May be browsed as guest.  
<http://www.afe.org>

**APPAnet** — Home page and info exchanges sponsored by the Association of Higher Education Facilities Officers.  
<http://www.appa.org>

**Facilitiesnet** — An on-line facilities resource from the publishers of *Maintenance Solutions* and other professionals resources. This service requires a subscription, but may be browsed as a guest.  
<http://www.facilitiesnet.com>

**Automated Facilities Management** — An easy to use building audit system for facilities management.  
<http://www.interlog.com>

**WSU Department of Physical Plant Homepage** — Facilities education resource, Cougar style.  
<http://www.physplt.wsu.edu/ppweb.html>

**AECNET** — The Architectural, Engineering and Construction Network. May require a subscription.  
<http://www.aecnet.com>

**Link to Where?** — An reputable and effective directory site that allows linkage to thousands of companies and individual E-Mail addressees on the net.  
<http://www.whowhere.com>

**GA's Engineering and Architectural Services** — Check out the latest information on contracting with Washington state and other division services.  
<http://olympus.dis.wa.gov/pub/ga/eas.htm>

**Utah State Facilities Management** — See how another state manages their facilities.  
<http://www.dfc.state.ut.us>

**Physical Plant WWW Pages** — A directory of, and link to dozens of physical plant home pages around the nation.  
<http://www.pp.okstate.edu/plants/>

**American Society of Association Executives** — Check out ASAE's rapidly growing "Gateway to Associations," the Internet's largest searchable database of association web sites.  
<http://www.asaenet.org/>

**EPA's Homepage** — A treasure-trove of regulatory and compliance information of the U.S. Environmental Protection Agency.  
[gopher://gopher.epa.gov](http://gopher://gopher.epa.gov)

IFMA and WAMOA home pages are under construction.

Send us your favorite and/or most useful facilities web site:  
[bmacken@ga.wa.gov](mailto:bmacken@ga.wa.gov)

We'll include it in future issues of *Shop Talk*!

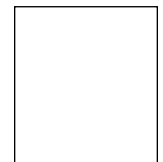



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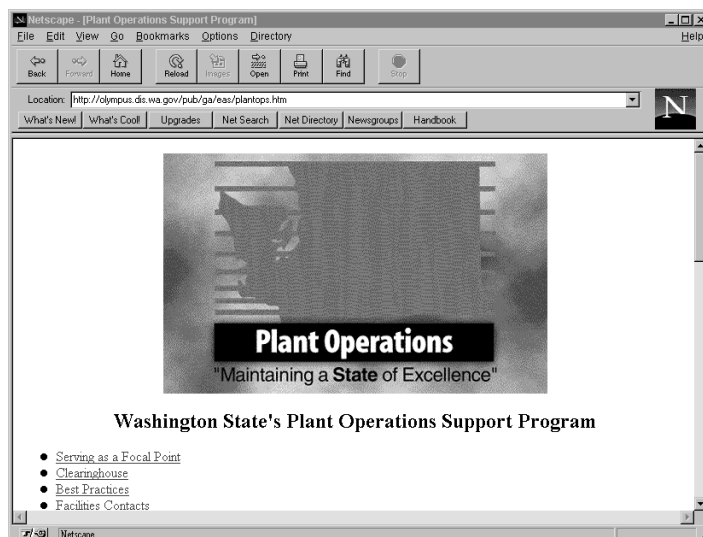
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## Cyberspace heralded as 'powerful tool' for plant managers

The Plant Operations Support premiered on the Internet via the World Wide Web on April 5th <http://olympus.dis.wa.gov/pub/ga/eas/plantops.htm> and recorded 37 "hits" or visits within its first two weeks.

The site is currently linked to APPAnet (*The Association of Higher Education Facilities Officers*) and Facilitiesnet (*from the producers of Maintenance Solutions*), enabling web browsers, clients and others the ability to connect with the significant resources available in those distinguished organizations as well. Additionally, the Plant Operations home page is listed with a number of search engines (directories), including *Infoseek Guide*, *Magellan*, *Lycos*, *Yahoo!* and *C-Net Shareware.com*. Key words/phrases listed include "plant operations," "facilities maintenance," "building operations," "Washington," "govern-



ment" and others.

The home page provides an electronic medium to present timely program material, including **Shop Talk**, the best practices series, the No-Fault Effectiveness Assessment Program and many other subject areas. Additionally, development

continues on facilities management databases that will be accessible to clients on the web. A program objective is to provide responsive electronic support to clients, so that physical plant operations staffs can focus on their tasks and "leave the web surfing to us." Come visit us on the net.

## Shop Talk

continued from front page

the same time frame. The survey pointed out many of the challenges which Plant Operations Support seeks to address.

The House survey found that preventive maintenance programs, definitions, staff and facilities objectives were as diverse as public agency missions. The survey confirmed that plant operations staffs were dedicated, trained and doing well within severe resource constraints. The survey was a primary impetus for model state facility maintenance legislation, introduced in March by the House Capital Budget Committee, and scheduled for legislative action during the 1997 session. Among other provisions, the legislation calls for a maintenance office to "provide technical assistance, training, and consultation to state agencies to improve maintenance practices."

### Just take a minute:

Please take a minute to let us know how we can better support you, the public facilities manager. How can Shop Talk provide you better information, to help you maintain our public facilities? Please assist us by answering the questions below and returning the form to the Plant Operations Support program manager via mail or fax (360) 753-2848. Thanks!

What plant operations and facilities management issues, topics or other information would be helpful to you?

- ☐ Indoor Air Quality
- ☐ Trades-Specific
- ☐ Regulatory/Safety
- ☐ Facilities Case Studies

- ☐ Work Management
- ☐ Personnel/Merit System
- ☐ Labor/Collective Bargaining
- ☐ Legislative Issues

- ☐ Automation Systems
- ☐ Emergency Prep
- ☐ Staffing
- ☐ Resource/Funding

☐ Other \_\_\_\_\_

Comments:

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Is there anyone else in your organization who could benefit from receiving *Shop Talk*? Please provide their name and address:

Name/title \_\_\_\_\_

Agency/school/institution \_\_\_\_\_

Mailing address \_\_\_\_\_

City/state/zip \_\_\_\_\_

## Resources

### Professional Reading – Keeping Pace in the Trade

Your Plant Operations Support staff maintains an extensive resource directory of professional reading material and has access to thousands of previously-funded facilities initiatives. Additionally, the Best Practices series is compiled and mailed at specific times. If you haven't seen the current Best Practices, or need information to avoid re-inventing the wheel, just give us a call.

### Best Practices

**Connectivity in Action** — Innovative Facilities Automation on the Capitol Campus

**Energy Savings** — DSHS's Ranier School Incurred Significant Savings

**Lighting Savings** — Olympic College Made It Happen with a Unique Program

**National Award Winner** — DOT's Facilities Condition Assessment and Prioritization program

## Recommended Readings

**APPA's 1993-94 Comparative Costs and Staffing Report**, published by the Association of Higher Education Facilities Officers, United Book Press, Inc. 1995

**Regulatory Reporter**, an environmental regulatory update from APPA and HRP Associates, Inc. published monthly.

**EPA Publications** — Call the EPA hotline at (800) 296-1996 Stratospheric Ozone Protection Resources (EPA 430-P-94-021)

**Ozone Depletion** — The Facts Behind the Phaseout (EPA 430-F-95-056)  
Self-Audit Checklist for Industrial Process Refrigeration Leak repair Regulations Under Section 608 of the Clean Air Act (EPA 300-B-96-002)

**Training Module** — (EPA300-B-96-001)

**Managing Employee Parking in a Changing Market** — Municipality of Seattle Service Development Division, 1993

**Perspectives in Leadership in Facilities Leadership**, Charles West. Jenkins, Editor sponsored by Nalco Chemical Company, 1995

**Maintenance Managers Standards Manual**, Thomas A. Westerkamp, Prentice Hall, Englewood Cliffs, NJ 070632, 1992

**Facilities Maintenance Management**, Gregory H. Magee, PE, R.S. MEANS COMPANY, INC. 1988

**75 Ways to Improve Your Facility's IAQ**, Jay Kiriara, Technical Editor, Trade press Publishing Corp. Milwaukee, WI 1995

## Talk Topic of the Month

Once the return mailers have been analyzed, we'll begin a **Talk Topic of the Month**; an in-depth analysis of a specific topic having impact in many agencies, colleges and schools. Look for the **Talk Topic of the Month** beginning in September 1996.

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